



Virginia Information Technologies Agency



CIO Council Meeting

Welcome



September 14, 2010



Agenda

- Welcome – *CIO Sam Nixon*
- SAN Outage – *CIO Nixon*
- Work Requests Forms, Online Service Catalog – *Mike Sandridge, VITA*
- CIO Council's Top Five – *Steve Fox, ABC*
- Roundtable – *CIO Council Members*
 - Follow up: Questions from Last Meeting
 - CETR Enterprise Read Capability
 - ZeroChaos Contingent Labor
 - Other topics
- Adjourn



Outage update

- Initial outage began Wednesday, Aug. 25
 - Preliminary cause: Hardware failure of Tier 1 data storage system at CESC
 - Hardware: EMC DMX-3
 - Industry leading, enterprise-class storage
 - 99.999 percent reliability, 1.2 billion hours without failure, first ever dual card failure
- Initial impact: 26 of 89 agencies (13 percent servers, 30 percent data)
- Significant impact to DMV, TAX, DSS, DEQ, SBE, DJJ, GOV, VITA and VITA shared services
- Initial response managed by Northrop Grumman and VITA
 - EMC, Oracle, others dispatched senior-level technical teams to CESC
- Recovery effort: Around the clock but unacceptably slow
- Other services unaffected: network infrastructure, security monitoring, mainframes, e-mail service, phones or desktops



Outage update

- Key factors:
 - Initial outage induced significant database corruptions; cascading effect on recovery time
 - Time needed to begin tape recovery was delayed
 - Time to recover from backup and rebuild databases required several days effort and re-testing by agencies
- Next steps:
 - Governor McDonnell “Independent review of information system failure and contractor response...”
 - Collaboration with legislative leaders (JLARC)
 - Paid for by Northrop Grumman
 - Lessons learned
 - Corrective action plan



Standard Work Request Forms

ABC Managed Router & Firewall	In Production
Managed Router	Ready to Pilot
Managed Firewall	Piloted at DJJ—in production
Site to Site VPN	Pilot with VITA/Dickenson County
Wireless Network Service (New)	Piloted at VEC—in production
Wireless Network Service (Replacement)	Piloted at JYF—in production
Software Installation	Piloted at DBHDS—in production
Data Storage	Issue Resolution on Labor Required
Virtual Server Service	Piloting VDH
Infrastructure Labor	Piloted at ABC—in production



Work Request Design and Build Process

Plan to implement new process for:

1. Standard Work Request Forms
 1. Piloting initial 10 forms as part of Operational Improvement Plan (OIP)
 2. Developing next 10 forms
2. Design & build Work Request
 1. Agencies provide complete business/functional requirements
 2. NG provides cost estimate to complete requirements and implement
 3. Agency approves funding (NTP) to complete design
 4. NG provides design with SOW/proposal
 5. Agency approves implementation (NTP)
 6. NG builds and implements design



The Top 5 List

Purpose

- Develop a working Top 5 list that allows the agencies, VITA, and Northrop Grumman to collectively work on and resolve operational issues
- Team is composed of representative agencies, VITA and Northrop Grumman team members
- Focus on identifying and resolving issues that span across the 3 organizations

Parameters

- For this initiative to be successful, the identified items on the list need to be:
 - Achievable
 - Realistic
 - Workable



Upcoming Meeting Dates

AITRs – Oct. 20, Monroe Building

Dec. 2, CESC

CIO Council – Nov. 9, DMV